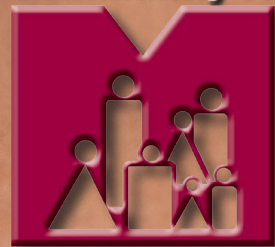


Community Health Plan



MEMBER

NEWS

News for the Members of Community Health Plan

WINTER/SPRING 2006

A Healthy Child is a Happy Child



Your Rights and Responsibilities

Health News Corner



L.A. Care
HEALTH PLAN

Community Health Plan is an affiliate of L.A. Care Health Plan in providing Medi-Cal Managed Care coverage in Los Angeles County.

Your Rights and Responsibilities

As a member of Community Health Plan, you have certain rights and responsibilities. Knowing your rights and responsibilities and how to exercise them is the first step toward being a better consumer/patient in today's health care system. Please take the time to read them now and the other important health information in this newsletter.

Member Bill of Rights

MEMBER RIGHTS

1. You have the right to have an appointment with your doctor within a reasonable time, and have your doctor listen and work with you to take care of your health care needs.
2. You have the right to a confidential (private) relationship with your doctor. No one will talk about your health care unless you okay it.
3. You have the right to polite, kind and helpful care no matter what race, religion, sex, age, gender, cultural, or ethnic background.
4. You have the right to say "no" to medical treatment.
5. You have the right to know and understand your medical problem and treatment plan.
6. You have the right to get a copy of your medical records and have them kept private.
7. You have the right to get information and to be spoken to in the language that you understand and are comfortable with. This means that you can get free 24-hour interpreter services. You do not have to use a family or a friend to interpret for you.

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FREE MOVIE TICKETS FOR CHILDREN (12-21 YEARS OLD)



Going from childhood to adulthood may be hard. It is during this time that adolescents make choices that affect their health. It is important for 12 to 21 year olds to visit the doctor each year. The doctor will check the child's health and growth. The doctor may also provide health information. You and your child can also ask any questions that either of you may have during the visit. Call your doctor for an appointment to help your child grow up healthy. **Your child covered under Medi-Cal will get free movie tickets, when they get their yearly physical exam. For information on movie tickets call 1-888-452-2273.**

8. You have the right to file a grievance with **Community Health Plan** and/or L.A. Care if you do not receive your services in the language you request.
9. You have the right to get information on how to file appeals and *grievances* with **Community Health Plan**, directly to the *California Department of Health Services* and L.A. Care. You also have a right to a State Fair Hearing.
10. You have the right to get preventive *health care services*.
11. You have the right to a second opinion.
12. You have the right to get a timely answer to a request for referral.
 - Routine or regular – five business days
 - Urgent – 24 to 48 hours
 - Emergency – same day
13. You have the right to be informed when your doctor is no longer contracted with **Community Health Plan** and **L.A. Care**.

MEMBER RESPONSIBILITIES

1. You are responsible for participating in your health care and the health care of your family. This means taking care of problems before they become serious. You should follow your doctor's instructions, take your medications, and participate in health programs that keep you well.
2. You are responsible for using the Emergency Room for emergencies only. Your *Primary Care Physician (PCP)* will provide most of the medical care you need.
3. You are responsible for being polite and helpful to people who give health care services to you and to your family.
4. You are responsible for making and keeping appointments for check-ups. Please call your PCP's office when you need to cancel.
5. You are responsible for participating in Member Satisfaction Surveys.
6. You are responsible for reporting Health Care Fraud (misuse of Medi-Cal services). You can report it without giving us your name. Call **Community Health Plan** at 1-800-475-5550, TTY Line 1-800-353-7988 or **L.A. Care** at 1-800-400-4889.

Your Identification (ID) Card

Your L.A. Care/Community Health Plan ID card lets people know you are our member. Carry your L.A. Care/Community Health Plan ID card with you at all times.

Show your L.A. Care/Community Health Plan ID card when you:

- Have a doctor's *appointment*
- Go to the *hospital*
- Pick up a *prescription*
- Get *any other* medical care

Your Beneficiary Identification Card (BIC)

You should also have a Beneficiary Identification Card (BIC) or *Medi-Cal* card from the State of California. You may need to show that card to get certain services. Call the Department of Public and Social Services (DPSS), toll-free at **1-877-481-1044**, if you have questions or to get a new BIC card.



Never let anyone use your L.A. Care/Community Health Plan ID card or your BIC card. Letting someone else use your L.A. Care/Community Health Plan ID Card or BIC card with your knowledge is fraud.

Health News

Pregnancy is an exciting time in a parent's life

Women need to see their doctor within the first 3 months of their pregnancy. Visits to the doctor help make sure the pregnancy goes well. Early exams help the doctor make sure the mother and baby are healthy. Women who see a doctor during this time have healthier babies. They are more likely to give birth without problems. Regular visits to the doctor during pregnancy can bring peace of mind. Call your doctor today.

After the birth of your child... know what to expect

Postpartum is 21 to 56 days after your baby is born. During this time you, as a new mother, need to visit the doctor. Your doctor will give you and your baby checkups and tests. You can talk with the doctor about you and your baby's needs. The doctor may talk to you about breastfeeding, postpartum depression (the "blues"), and healthy eating. Make sure you and your baby are doing well. Call your doctor today.

A healthy child... is a happy child

All children under the age of 6 need to visit the doctor each year to grow up healthy. During the visit, the doctor will give the child a check-up, tests, and shots. The doctor will also talk about healthy eating, safety, and dental (teeth) care. Call your doctor for an appointment to make sure your child grows up healthy and stays safe.

Childhood immunizations (shots) are necessary

Children are more likely to get diseases than adults. Shots help children fight against diseases. Children from birth to 20 years old need to visit the doctor to get all of their shots. By getting shots at different ages a child will stay healthy and avoid certain diseases. Also, these shots are needed for children to go to school and child care. Bring your child's immunization record (yellow card) to each visit. Help your child group up healthy. Call your doctor today.

Adolescent Well-Care

Going from childhood to adulthood may be hard. It is during this time that teens make choices that affect their health. It is important for 12 to 21 year olds to visit the doctor each year. The doctor will check your teen's health and growth. The doctor may also provide health information. You and your teen can ask any questions that either of you may have during the visit. Call your doctor for an appointment today.

Breathe easy...stop Asthma from taking over your life

Asthma can be life-threatening if it is not controlled. If you or your child has asthma you need to visit your doctor on a regular basis. The doctor will talk to you about treatments that will help you control your asthma. With the help of your doctor you can take charge of your health. Call today for your asthma visit.

www.ladhs.org/chp

Corner

Early Detection... Saves Lives

Breast cancer is the most common type of cancer in women. Women should talk with their doctor about breast cancer and detecting it early. The doctor will talk to you about why a mammogram is needed. A mammogram is an x-ray of the breast which may help find breast cancer early on. Women 50 years and older should talk with their doctor about getting a mammogram each year. Call your doctor today.



Women...take Charge of your health

Cervical cancer is one of the most common cancers in women. Women who are sexually active or are 18 and older should get a Pap test and pelvic exam each year. This type of cancer can be cured with early detection, treatment, and follow-up. Call your doctor for an exam and test.

Women...stop Chlamydia from doing you harm

Most women with Chlamydia do not even know that they have it. Chlamydia can do harm to the body if it is not treated. Women between the ages of 16 to 25 who are sexually-active should be tested. The best way to find out if you have Chlamydia is through tests from your doctor. Chlamydia can be cured if treated early. Call your doctor for an appointment to get tested.



If You Move

When you move it is important to call the following people:

- Call your eligibility worker at DPSS right away so that you remain eligible for Medi-Cal. Your eligibility worker's phone number is toll-free 1-877-481-1044. You must live in Los Angeles County to receive Medi-Cal benefits from L.A. Care/Community Health Plan.
- Call Community Health Plan's Member Services at 1-800-475-5550 TTY Line 1-800-353-7988. You will need to update your information (address and phone number). This allows Community Health Plan to send you your ID card and important information about your health care benefits.

Help with making an appointment

If you need assistance making
an appointment for any of these services,
please call Member Services at

1-800-475-5550
TTY Line 1-800-353-7988



What is HIPAA?

We keep our members' health information private as required by federal privacy regulations known as the Health Insurance and Portability Act (HIPAA) and CHP's own policies. You may request a copy of our Notice of Privacy Practices by calling CHP Customer Service at 1-800-475-5550 or you can always find a copy on the Plan's website: www.ladhs.org/chp/

Your Health Information

We collect, use and communicate information by and about you for health care payment and operations, or when we are allowed or required by law to do so.

For Payment: We use and disclose information about you to manage your account or benefits, and to pay claims for health care you receive through your plan. For example, we may give information to a doctor's office to confirm your benefits, or we may ask a hospital for details about your treatment so that we may review and pay the claim for your care.

For Health Care Operations: We use and disclose information about you for our operations. For example, we may use information about you: To review the quality of care and services you receive; to provide your case management or care coordination services, such as for asthma, diabetes, or traumatic injury.

HIPAA Privacy Complaints

If you believe we have not protected your health information privacy, you can file a complaint with us by calling CHP Customer Service at 1-800-475-5550, TTY Line 1-800-353-7988. We will not take action against you for filing a complaint.

You may also file a HIPAA privacy complaint with the Office for Civil Rights in the US Department of Health and Human Services by calling 1-866-627-7748.



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